



**NOTICE OF VACANCY
May 26, 2016**

POSITION: ZBA Administrative Assistant
DEPARTMENT: Zoning Board of Appeals
SALARY: M3 \$42,192.28
HOURS: Monday – Friday 8:30am to 5:00pm

Statement of Duties: Employee is responsible for the provision of administrative and secretarial functions in support of the ZBA Administrator and Board members. Employee is required to perform all similar or related duties.

Supervision Required: Employee works under the general supervision of the Assistant Director. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed

Supervisory Responsibility: Employee is not required to regularly supervise other town employees.

Confidentiality: In accordance with the State Public Records law, employee has access to confidential information of the department such as law suits, client and department records.

Accountability: Consequences of errors or poor judgment may include missed deadlines, legal repercussions, and adverse public relations.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Employee performs work in an office setting subject to frequent interruptions. The employee is required to work beyond normal business hours to attend Board meetings.

Nature and Purpose of Relationships: Relationships are primarily with co-workers, committee members, and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

Occupational Risk: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in an office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Provides a wide range of administrative and secretarial functions, which includes but is not limited to customer service in person and on the telephone responds to inquiries and provides information or direction as appropriate;; processes department incoming/outgoing mail, assists the public, preparation of documents, reports and correspondence; orders office supplies for the department.
2. Assists applicants to understand the process for hearings for Zoning Board of Appeals; prepares and distributes notifications of hearings to various internal departments and the public; provides background information to the ZBA for hearings; prepares, advertises, distributes agendas to various departments, the ZBA and the public.
3. Schedules public hearings; takes and transcribes ZBA meeting minutes for approval and posting to the Town Clerk's office and web site; prepares, advertises, distributes decision notifications to various town departments and the public in accordance with state legal requirements.
4. Become proficient in Massachusetts General Law 40A, state Open Meeting Law, and Town Bylaws.
5. Attend evening meetings (1-2/month), take and produces meeting minutes including distribution to staff, sends notifications of meeting notices to abutters, schedules staff meetings and schedules public hearings.
6. Updates and maintains the department's databases on the network and the town's website with Accela; updates the ZBA website as to new agendas, hearing notices, decision notices and changes in meeting schedules.
7. Assists in the preparation of the ZBA operating budget; processes requisitions and accounts payable expenses for payment in the Town's accounting system; monitors budgetary expenditures to ensure appropriateness of accounts used and purchases made.
8. Conducts best practices research, to compare zoning, ZBA operations and fee structures among similar communities.

9. Provides administrative support to the Community & Economic Development and Block Grant staff as needed.

Recommended Minimum Qualifications:

Education and Experience: Must have an Associate's Degree (Bachelor's preferred). Must have three to five (3-5) years of office experience; or an equivalent combination of education and experience.

Special Requirements: None required.

Knowledge, Abilities and Skill

Knowledge: Knowledge of office procedures, computer programs and equipment, accounting, payroll, purchasing, and federal, state laws and local bylaws pertaining to operations. Knowledge of technology, particularly the MS-Office suite, including but not limited to office software (word processing and spread sheet applications) and use of the Internet in support of department operations.

Abilities: Must be highly organized, detail and timeline oriented. Plan and prioritize work, and perform multiple tasks, work independently, and be self motivated. Must have strong customer service skills, with ability to deal effectively with disgruntled members of the public and to maintain confidential information.

Skills: Proficient customer service skills; proficient written and oral communication skills, and good common sense. Proficient data processing and keyboarding skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, kneeling, twisting, reaching with hands and arms, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper.

Motor Skills: Position requires the application of basic motor skills for activities including but not limited to operating a personal computer, office equipment, word processing, pushing, pulling or lifting office equipment, and sorting of papers.

Visual Skills: Position requires the employee to routinely read documents and reports for understanding.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.

